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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the auto parts counterperson occupation. The occupational analysis will apply also to the auto parts jobber, as well as the auto dealer, parts retailer, warehouse distributor, and specialist. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Seven duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communication (performance modes, examples, and skills and concepts). The duties include: selling of machine and services; shipping, receiving, stocking, and cataloging of merchandise; controlling inventory; and merchandising of products and services. An outline of basic arithmetic skills and concepts is appended. (BP)

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Occupational Analysis

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AUTO PARTS COUNTERPERSON

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Instructional Materials Laboratory
Trade and Industrial Education
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5031

AN ANALYSIS OF THE AUTO PARTS COUNTERPERSON OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one differenct occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

This analysis does not intend to limit the duties or responsibilities of a Counterperson. It attempts to describe a basic function, consistent with the auto parts industry. This occupational analysis will apply to the Auto Parts Jobber as well as the Auto Dealer, Parts Retailer, Warehouse Distributor, and Specialist. Because each company sets its own business policy, management, supervisory, and service duties are not attempted in this text. However, the wide variety of duties and tasks of a Counterperson are described in lay language.

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Job Description

An auto parts counterperson sells and merchandises auto replacement parts, accessories, and services to the automotive repair service industries and retail consumers. The counterperson is responsible for delivering, receiving, stocking and cataloging of an adequate inventory relative to a particular market area.

Duty: A

Selling of merchandise and services

Task

1. Greet the customer
2. Interpret customer needs
3. Write pertinent information pertaining to sale and refer to catalog
4. Write pertinent information from catalog
5. Pull stock from inventory
6. Confirm merchandise requested
7. Fill out sales invoice
8. Package the merchandise
9. Sell related merchandise or service
10. Close sale on invoice
11. Service the customer
12. Answer the telephone
13. Learn product knowledge

(TASK STATEMENT) **A-1 GREET THE CUSTOMER**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Types of customers professional consumers non-professional consumer	Recognize the customer Talk to the customer Identify customer type, professional, non-professional	

DECISIONS	CUES	ERRORS
Qualify the customer Type of greeting Identify customer type, professional, non-professional	Attire worn Hands	Uncomfortable customer Lost a potential sale

(TASK STATEMENT) A-1 GREET THE CUSTOMER

SCIENCE	MATH – NUMBER SYSTEMS
Sales Psychology Size-up customer Make customer feel comfortable Exhibit self-confidence Gain trust of customer	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Greeting	Project professional image
Listening	Customer comments	Understanding customer needs
Viewing	Customer's appearance	Evaluate response

(TASK STATEMENT) **A-2 INTERPRET CUSTOMER NEEDS**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Non-professional consumer Professional consumer Catalog Pad & Pencil	Ask customer to identify or describe part or to discuss problem area. Ask customer for year, make, model, or options of vehicle.	

DECISIONS	CUES	ERRORS
Determine specific part customer wants	Information given by customer	Wrong part Irritated customer

(TASK STATEMENT) A-2 INTERPRET CUSTOMER NEEDS

SCIENCE

Demonstrate self competence
Reassure customer

MATH – NUMBER SYSTEMS

Set of Real Numbers: Rationals
Use of Numbers: (without calculation)
- Counting
- Coordinate system
- Ordering
- Indexing
- Coding
- Ratio

Basic Measurement Skills and Concepts
- Measurement: Geometric
  - Linear
  - Volume

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Ask questions	Terminology
Listening	Customer's description	Description/Diagnosis
Viewing	Looking at parts	Recognition

A-3 WRITE PERTINENT INFORMATION PERTAINING TO
(TASK STATEMENT) SALE AND REFER TO CATALOG

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Non-professional consumer Professional consumer Catalog Pad & Pencil	Write and repeat information customer has given Go to the proper catalog Select proper catalog page Determine proper description Locate part number	

DECISIONS	CUES	ERRORS
Determine if enough information is given Select proper part number and description	Information given by customer	Wrong part Irritated customer

A-3 WRITE PERTINENT INFORMATION PERTAINING TO SALE AND REFER TO CATALOG

(TASK STATEMENT)

SCIENCE

Demonstrate self-competence
Show enthusiasm

MATH – NUMBER SYSTEMS

Set of Real Numbers - Rationals
Use of Numbers: (without calculation)
- Counting
- Coordinate system
- Ordering
- Indexing
- Coding
- Ratio

Fundamental Operations (Calculation) - (See Appendix)
Basic Arithmetic Skills and Concepts - (See Appendix)
Basic Measurement Skills and Concepts
- "Measure sense" role of "unit".
- Measurement: Geometric
  - Linear
  - Volume
- Reading and interpreting tables, charts, and graphs
- Metric and English measure and conversion.

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Discuss information	Logic
Reading	Catalog	Accuracy
Writing	Memo pad	Format Organization Habit
Listening	Facts from customer	Noting

(TASK STATEMENT) A-4 WRITE PERTINENT INFORMATION FROM CATALOG

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pad & Pencil Catalog Information pad	Write quantity ordered Write part number Write description Check inventory card	

DECISIONS	CUES	ERRORS
Determine whether to go to inventory card or to stock section	Popularity or type of part	Invert part number and or wrong description results in looking in wrong area. Wasted time

(TASK STATEMENT) A-4 WRITE PERTINENT INFORMATION FROM CATALOG

SCIENCE

Demonstrate competency

MATH – NUMBER SYSTEMS

Set of Real Numbers - Rationals
Use of Numbers: (without calculation)
- Counting
- Coordinate system
- Ordering
- Indexing
- Coding
- Ratio

Fundamental Operations (Calculation) (See Appendix)
Basic Arithmetic Skills and Concepts (See Appendix)
Basic Measurement Skills and Concepts
- Metric and English measure and conversion.
- Measurement: Geometric
  - Linear
  - Area
  - Volume
- Measurement: Non-geometric
  - Weight
  - Liquid
- Reading and interpreting tables, charts, and graphs [reading catalog inventory]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Catalog	Accuracy Locate information
Writing	Memo pad	Format Organization Information

(TASK STATEMENT) A-5 PULL STOCK FROM INVENTORY

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Bags Boxes Cart Hand truck Cutting pliers Carton knife Pad & Pencil Yard stick Belt measuring tool Hose cutting fixture Information pad	Obtain a container or device Obtain tools Go to location Pull stock Compare label with note pad Bring stock to the customer	[illegible] proper lifting methods [illegible]per use of knives Overextending reach Merchandise left in aisle Improper use of hand truck Spills Back injury Cut hand Merchandise falls Causes falls Sprains & Bruises Slipping & Falling

DECISIONS	CUES	ERRORS
Determine appropriate container or device Determine appropriate tool	Packaging, size, or bulk	Wrong quantity Wrong part

(TASK STATEMENT) A-5 PULL STOCK FROM INVENTORY

SCIENCE

Mental alertness
Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers - Rationals
Use of Numbers: (without calculation)
- Counting
- Coordinate system
- Ordering
- Indexing
- Coding
- Ratio

Fundamental Operations (Calculation) - (See Appendix)
Basic Arithmetic Skills and Concepts - (See Appendix)
Basic Measurement Skills and Concepts
- Metric and English measure and conversion
- Measurement: Geometric
  - Linear
  - Volume
- Measurement: Non-geometric
  - Weight
  - Liquid

COMMUNICATIONS

PERFORMANCE MODES

Reading
Viewing

EXAMPLES

Part number
Merchandise

SKILLS/CONCEPTS

Accuracy
Visual analysis

(TASK STATEMENT) **A-6 CONFIRM MERCHANDISE REQUESTED**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Merchandise Information pad Container Pad & Pencil Used tool	Put tool away Show customer merchandise Acknowledge merchandise as ordered	

DECISIONS	CUES	ERRORS
Determine if merchandise is correct	Customer is satisfied not satisfied	Wrong part Wrong quantity

(TASK STATEMENT) A-6 CONFIRM MERCHANDISE REQUESTED

SCIENCE	MATH – NUMBER SYSTEMS
Sales Psychology: gain confidence of customer demonstrate store pride	Basic Arithmetic Skills and Concepts – Property of comparison

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Ask question	Confirmation Clarity of expression
Listening	Positive response	Confirmation Clarity of expression
Viewing	Merchandise	Confirmation Clarity of expression

(TASK STATEMENT) A-7 FILL OUT SALES INVOICE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Information pad and pencil Catalog price sheet Sales invoice Addressing machine	Head the invoice Write quantity, part number, description Locate correct price sheet Write unit price and extend price on invoice. Write legibly	

DECISIONS	CUES	ERRORS
Determine selling price per company policy	Customer is wholesaler or retailer	Invert dollar figure Improper multiplication in extending unit price Incorrect heading of invoice

(TASK STATEMENT) A-7 FILL OUT SALES INVOICE

SCIENCE

Sales Psychology
- Prepare neat invoice
  - show competency
  - gain customer confidence

MATH – NUMBER SYSTEMS

Set of Real Numbers—Rationals
Use of Numbers: (without calculation)
- Counting
- Ordering
- Indexing
- Ratio

Fundamental Operations (Calculations)—(See Appendix)
Basic Arithmetic Skills and Concepts—(See Appendix)
Use of computing devices and mechanical aids
- [Adding machine]

Basic Measurement Skills and Concepts
- Metric and English measure and conversion
- Measurement: Geometric—[part description]
  - Linear
  - Area
- Measurement: Non-geometric
  - Money/Interest
  - Weight
  - Liquid
- Reading and interpreting tables, charts, and graphs
  - [price sheet]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Sales invoice	Clarity Business Form
Reading	Catalog	Information

(TASK STATEMENT) **A-8 PACKAGE THE MERCHANDISE**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Bags Boxes Cans Tape	Obtain a container Pack the merchandise Address or label Close container	Proper container & proper weight — Can cause bodily injury

DECISIONS	CUES	ERRORS
Select proper container Select proper packing Determine method of shipping to be used	Size, weight, type of merchandise Destination of merchanidse	Damaged merchandise Defacing label Lost merchandise

(TASK STATEMENT) A-8 PACKAGE THE MERCHANDISE

SCIENCE

Sales Psychology
- Make convenient for customer
- Relate to store pride

MATH – NUMBER SYSTEMS

Set of Real Numbers – Rationals
Basic Arithmetic Skills and Concepts
- Ratio and proportion
- Property of comparison

Basic Measurement Skills and Concepts
- Measurement: Geometric [container choice]
  - Linear
  - Volume
  - Angle

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Measurements	Accuracy
Touching	Merchandise	Size, Shape

(TASK STATEMENT) A-9 SELL RELATED MERCHANIDSE OR SERVICE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD 28
Point of purchase displays Professional consumer Non-professional consumer Hand-outs Brochures Pencil & Pad Merchanidse	Present related merchandise Present sales merchandise Present related services Ask for the business	

DECISIONS	CUES	ERRORS
Select related sale Timing the close	Customer's reaction	Present wrong related merchancise Incorrect judgment with regards to customer needs

(TASK STATEMENT) A-9 SELL RELATED MERCHANDISE OR SERVICE

SCIENCE

Sales Psychology
- Size-up customer
- Make customer feel comfortable
- Exhibit self-competence
- Gain trust of customer
- Gain customer satisfaction

MATH – NUMBER SYSTEMS

Set of Real Numbers - Rationals
Use of Numbers: (without calculation)
- Counting
- Ordering
- Indexing

Fundamental Operations (Calculation) - (See Appendix)
Basic Arithmetic Skills and Concepts - (See Appendix)
Basic Measurement Skills and Concepts
- Metric and English measure and conversion
- Measurement: Geometric
  - Linear
  - Volume
- Measurement: Non-geometric
  - Money: Interest
  - Weight
  - Liquid

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Ask question	Apply sales techniques
Touching	Merchandise	Sales technology
Reading	Sales brochure	Proposing
Writing	Order	Expression
Listening	Objections	Positive response
Viewing	Merchandise	Sales technique

(TASK STATEMENT) A-10 CLOSE SALE ON INVOICE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sales invoice Professional consumer Non-professional consumer Price schedule Adding machine Cash register or drawer Addressing machine Tax table Money Back order slip Want slip Lost sale slip	Write plus sell merchandise on sales invoice Re-check unit extension Total extended prices Show applicable discount Figure tax Final total Present sales invoice for signature or payment Handle cash as per company policy Detach and file sales invoice Make out want, back-order, or lost order slip Thank the customer	

DECISIONS	CUES	ERRORS
Determine what action on sale invoice to take	Company policy Type of customer (cash, credit)	Math error Date error Money error Illegibile Incomplete information

(TASK STATEMENT) A-10 CLOSE SALE ON INVOICE

SCIENCE

Demonstrate store pride
Gain customer satisfaction

MATH – NUMBER SYSTEMS

Set of Real Numbers - Rationals
Use of Numbers (without calculation) - Counting
Fundamental Operations (Calculation) - (See Appendix)
Basic Arithmetic Skills and Concepts - (See Appendix)
Use of computing devices and mechanical aids
[adding machine]
Basic Measurement Skills and Concepts
Metric and English measure and conversion.
Measurement: Geometric
Linear
Volume
Measurement: Non-geometric
Money Interest
Weight
Liquid
Reading and interpreting tables, charts, and graphs
[discount tables, tax tables]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Invoice	Information
Reading	Invoice	Accuracy
Speaking	To the customer	Appreciation

(TASK STATEMENT) A-11 SERVICE THE CUSTOMER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Two-wheel hand truck or cart Consumer Other store personnel Vehicles Gloves Merchandise	Select proper material handling device Supervise other personnel to aid Load customer's vehicle as required Thank customer Return personnel and equipment to proper location in store	Store personnel handle merchandise — Customer may get hurt

DECISIONS	CUES	ERRORS
Determine when to assist a customer Determine when to extend invitation to customer	Size & type of merchandise Type of customer	Removing incorrect merchandise Damaging merchandise Damage to store Damage to customer vehicle

(TASK STATEMENT) A-11 SERVICE THE CUSTOMER

SCIENCE

Gain customer satisfaction
Demonstrate store pride
Act on assisting customer

MATH – NUMBER SYSTEMS

Basic Measurement Skills and Concepts
[necessary in order to select material handling device]
Measurement: Geometric
Linear
Volume
Angle
Measurement: Non-geometric
Weight

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Assisting customer Supervisior	Sales techniques Clarity of expression

(TASK STATEMENT) A-12 ANSWER THE TELEPHONE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Telephones Telephone company material Consumer (customer)	Answer phone identify company and yourself Clearly identify customer Write necessary information Select appropriate catalog Check stock Report back to customer Write sales invoice and complete as required	

DECISIONS	CUES	ERRORS
Determine what steps to take to complete transaction	Customer needs	Wrong parts Not writing invoice Not delivered Not placed in "Will Call" Improper customer identification

(TASK STATEMENT) A-12 ANSWER THE TELEPHONE

SCIENCE

Sales Psychology
- Size-up customer
- Make customer feel comfortable
- Exhibit self-competence
- Gain trust of customer

MATH – NUMBER SYSTEMS

Set of Real Numbers—Rationals
Uses of Numbers: (without calculation)
- [inventory]
- Counting
- Ordering
- Indexing

Fundamental Operations (Calculation)—(See Appendix)
Basic Arithmetic Skills and Concepts—(See Appendix)
Use of computing devices and mechanical aids—[adding machines]
Basic Measurement Skills and Concepts
- Metric and English measure and conversion
- Measurement: Geometric
  - Linear
  - Volume
- Measurement: Non-geometric
  - Money: Interest
  - Weight
  - Liquid
- Reading and interpreting tables, charts, and graphs
  - [read & interpret catalog]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Greeting	Clarity Sales techniques
Listening	Information	Product knowledge Gathering data
Reading	Catalog	Accuracy
Writing	Memo pad	Format Organization Habit

(TASK STATEMENT) A-13 LEARN PRODUCT KNOWLEDGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Catalogs Supplements Buyer's guides Correspondence Price sheets Manufacturer's brochures Films Trade papers Trade magazines Clinics	Find appropriate resources Read various sources File selected information Listen to vender salesman Attend clinics Observe trade films	

DECISIONS	CUES	ERRORS
Select appropriate material	Progress according to popularity of item New products in industry	Unable to answer customer questions Insufficient knowledge to complete sale

(TASK STATEMENT) A-13 LEARN PRODUCT KNOWLEDGE

SCIENCE

Conscious awareness
- Develop self-confidence
- Attention
- Mental alertness
- Organization of thoughts

MATH – NUMBER SYSTEMS

Set of Real Numbers: Rationals
Uses of Numbers: (without calculation)
- [file selected information]
- Counting
- Ordering
- Indexing

Fundamental Operations (Calculation): (See Appendix)
Basic Arithmetic Skills and Concepts: (See Appendix)
Basic Measurement Skills and Concepts: [interpreting information on products]
- Metric and English measure and conversion
- Measurement: Geometric
  - Linear
  - Area
  - Volume
- Measurement: Non-geometric
  - Money: Interest
  - Weight
  - Liquid

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Catalogs Journals	Comprehension
Listening	Clinics	Improve terminology
Viewing	Films	Visual description

Duty: B

Shipping of merchandise

Tasks:

1. Determine customer location and route delivery
2. Instruct the driver
3. Check in driver on return
4. Supervise safety standards for delivery
5. Instruct driver on proper vehicle maintenance

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(TASK STATEMENT) B-1 DETERMINE CUSTOMER LOCATION AND ROUTE DELIVERY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Marketing area map Sales invoices Merchandise Pencil & Pad	Pick-up invoices for delivery Check map Arrange invoices according to route Arrange pick-ups Make up route list	

DECISIONS	CUES	ERRORS
Determine route delivery according to priority Determine possible pick-ups enroute	Need expressed by customer Location and need of pick-ups	Late delivery Wrong delivery Wrong pick-up

(TASK STATEMENT) B-1 DETERMINE CUSTOMER LOCATION AND ROUTE DELIVERY

SCIENCE

Store pride
Customer service
Public relations

MATH – NUMBER SYSTEMS

Set of Real Numbers: Whole numbers
Uses of Numbers: (without calculation)
  [route list]
  Counting
  Ordering
Fundamental Operations (Calculation) (See Appendix)
Basic Measurement Skills and Concepts
  [delivery time]
  Measurement: Non-geometric
    Time: calendar
  Reading and interpreting tables, charts, and graphs
    Maps

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Map Invoices	Organization Speed Accuracy
Writing	Route list	Organization

(TASK STATEMENT) **B-2 INSTRUCT THE DRIVER**

A1

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Merchandise Sales invoice Tags Clip board w/ pencil Route list Monies Delivery vehicle Parts truck driver Pick-up list	Supervise driver Group merchandise Check merchandise against invoice Supervise the loading Explain route and pick-up list to driver Give monies	Proper Weight — Bodily Injury

DECISIONS	CUES	ERRORS
Determine when driver is prepared to leave	Load and check out truck	Leaving behind merchandise Delay of driver deliveries

(TASK STATEMENT) **B-2 INSTRUCT THE DRIVER**

SCIENCE

Psychology
- Project store pride through employee
- Foster cooperation

MATH – NUMBER SYSTEMS

Set of Real numbers – Rationals
Uses of Numbers: (without calculation)
- Counting
- Ordering

Fundamental Operations (Calculation) – (See Appendix)
Basic Arithmetic Skills and Concepts – (See Appendix)
- [check merchandise against invoice]

Basic Measurement Skills and Concepts
- [delivery times]
- Measurement: Non-geometric
  - Time/calendar
  - Money: Interest
- Reading and interpreting tables, charts, and graphs
  - Maps

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Directions	Clarity
Reading	Route list	Logic in route
Listening	Explanation	Accuracy
Viewing	Merchandise	Accuracy

(TASK STATEMENT) **B-3 CHECK IN DRIVER ON RETURN**

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Monies Route list Invoice Pick-up list Packing list Clip board Vehicle Driver	Collect sales invoice Collect money Close sales invoice Supervise incoming merchandise Discuss driver's problems and successes	

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DECISIONS	CUES	ERRORS
Determine customer satisfaction Allocate incoming merchandise	Driver return with correct paper work Driver return with proper pick-up	Incorrect monies Incorrect parts Lost paperwork

(TASK STATEMENT) B-3 CHECK IN DRIVER ON RETURN

SCIENCE

Psychology
- Foster cooperation
- Improve driver's skill in customer contact
- Acknowledge feedback on customer relations

MATH – NUMBER SYSTEMS

Set of Real Numbers—Rationals
Uses of Numbers: (Without calculation)
- Counting
- Ordering

Fundamental Operations (Calculation) – (See Appendix)
Use of computing devices and mechanical aids
- [Adding machines]

Basic Measurement Skills and Concepts
- [incoming merchandise and money]
- Measurement: Geometric
  - Linear
  - Area
  - Volume
- Measurement: Non-geometric
  - Money: Interest
  - Weight
  - Liquid

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Questioning	Dealing with facts
Reading	Packing list	Accuracy
Listening	Reports	Dealing with facts

(TASK STATEMENT) **B-4 SUPERVISE SAFETY STANDARDS FOR DELIVERY**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Merchandise Tools Material handling devices Driver Shipping area Gloves	Demonstrate material handling equipment Demonstrate lifting Demonstrate stacking Show logic of shipping area	

DECISIONS	CUES	ERRORS
Determine frequency to discuss safety	Frequency of accidents	Accidents

(TASK STATEMENT) B-4 SUPERVISE SAFETY STANDARDS FOR DELIVERY

SCIENCE	MATH – NUMBER SYSTEMS
Psychology Foster cooperation Mental alertness Mental organization	Set of Real Numbers – Rationals Uses of Numbers: (Without calculation) [stacking] Counting Ordering Fundamental Operations (Calculation) – (See Appendix) Basic Arithmetic Skills and Concepts [estimation of weight and packing in stacking & lifting] Ratio and proportion Rounding off decimals and whole numbers Basic Measurements Skills and Concepts Measurement: Geometric Linear Volume Angle

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Instruction	Logic
Reading	Manuals	Comprehension

(TASK STATEMENT) **B-5 INSTRUCT DRIVER ON PROPER VEHICLE MAINTENANCE**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Vehicle Tool-Kit Driver Vehicle check list on maintenance	Demonstrate visual safety check Use check list on vehicle maintenance	Unsafe vehicle Accident

DECISIONS	CUES	ERRORS
Determine condition of vehicle	Amount and nature of vehicle use	Vehicle fails to perform

(TASK STATEMENT) B-5 INSTRUCT DRIVER ON PROPER VEHICLE MAINTENANCE

SCIENCE

Psychology:
- Demonstrate store pride
- Foster cooperation

MATH – NUMBER SYSTEMS

Set of Real Numbers – Rationals
Uses of Numbers: (without calculation) – Counting
[check list]
Fundamental Operations (Calculation) – Addition algorithm
Basic Arithmetic Skills and Concepts
- Ratio and proportion
- Rounding off decimals and whole numbers
- Guess and check method
- Property of comparison

Basic Measurement Skills and Concepts
- Measurement: Geometric
  - Linear
  - Volume
- Measurement: Non-geometric
  - Time/calendar
  - Weight
  - Temperature
  - Liquid
- Reading and interpreting tables, charts, and graphs
  [read & interpret dials]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Employee	Clear expression
Reading	Check list	Interpreting use
Viewing	Vehicle	Conclusions

Duty: C

Receiving of merchandise

Task:

1. Receive merchandise
2. Sign delivery copy
3. Inspect merchandise
4. Sign off packing list
5. Learn basic product knowledge
6. Handle core and exchange merchandise returned

(TASK STATEMENT) C-1 RECEIVE MERCHANDISE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Purchase order Delivery copy Bill of Lading Pad & Pencil Material Handling Equipment: Hand truck Cart Conveyor Boards Tool Kit Gloves	Identify merchandise being delivered Locate appropriate purchase order copy Supervise unloading Count quantity delivered Group delivered merchandise in receiving area	Improper lifting — Back injury Incorrect use of unloading equipment — Bodily injury Lifting cartons without gloves — Cut hands

DECISIONS	CUES	ERRORS
Determine whether to accept delivery	Delivery copy matches purchase order	Incorrect amount of merchandise

(TASK STATEMENT) C-1 RECEIVE MERCHANDISE

SCIENCE	MATH – NUMBER SYSTEMS
Psychology: Employee co-operation in following directions.	Set of Real Numbers – Whole numbers Uses of Numbers: (without calculation) – Counting [quantities delivered]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Giving an order	Expression Clarity Gesture
Reading	Bill of Lading	Descriptive knowledge
Viewing	Merchandise	Analysis of situation

(TASK STATEMENT) C-2 SIGN DELIVERY COPY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
Delivery copy Pad & Pencil Purchase order Delivery person	ount number of items delivered n delivery copy in a duplicate copy h duplicate copy to purchase order hank the delivery person	

DECISIONS	CUES	ERRORS
Determine if quantity on delivery copy is sufficient to accept as accurate	Information on delivery copy Boxes or merchandise received	Signing for incorrect amount of merchandise

(TASK STATEMENT) C-2 SIGN DELIVERY COPY

SCIENCE	MATH – NUMBER SYSTEMS
Psychology: Show accuracy and competence Set good example	Set of Real Numbers – Whole numbers Uses of Numbers: (without calculation) – Counting

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Recording	Classification Penmanship Terminology Accuracy
Speaking	Thank-you	Courtesy

(TASK STATEMENT) C-3 INSPECT MERCHANDISE

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Merchandise Labels Marking pencil Packing list Purchase order Delivery receipt Delivery receipt Tool kit Carton Sealing device	Open appropriate cartons Count and compare merchandise to the packing list Mark packing list Visually check merchandise for damage Check clarity of label Relabel or repack as necessary Reseal as necessary Restack for stock area	Proper handling of cutting tools — Cutting hand Stack properly — Material fall on someone

DECISIONS	CUES	ERRORS
Decide whether merchandise is ready to sell	Damaged cartons or labels	Send unsalable merchandise to stock

(TASK STATEMENT) C-3 INSPECT MERCHANDISE

SCIENCE	MATH – NUMBER SYSTEMS
Psychology Maintain store image	Set of Real Numbers—Rationals Uses of Numbers: (without calculation)—Counting Basic Arithmetic Skills and Concepts—Property of comparison [compare to packing list]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading Viewing	Packing list Merchandise	Accuracy Product knowledge Logic

(TASK STATEMENT) C-4 SIGN OFF PACKING LIST

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Packing list Original purchase order with delivery Clip board Pad & Pencil	Check mark each item received by quantity, part number, and description. Indicate actual quantity received other than listed on packing list. Sign and date packing list. Note any uncleat transactions. Attach purchase order to packing list.	

DECISIONS	CUES	ERRORS
Determine when paper work is ready for filing	Complete paper work	Failure to have proof of delivery copy with packing list Unmarked packing list

(TASK STATEMENT) C-4 SIGN OFF PACKING LIST

SCIENCE

Exhibit accuracy

MATH – NUMBER SYSTEMS

Set of Real Numbers – Rationals
Uses of Numbers: (without calculation) – Counting
Fundamental Operations (Calculation)
[add, subtract]
Basic Arithmetic Skills and Concepts – Property of comparison
[compare with packing list]
Basic Measurement Skills and Concepts
[figuring actual quantities received]
Measurement: Geometric
Linear
Volume
Measurement: Non-geometric
Time: calendar – [date packing slip]
Weight
Liquid

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Packing list	Accuracy Reporting facts

(TASK STATEMENT) C-5 LEARN BASIC PRODUCT KNOWLEDGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Merchandise received Packing list Pad & Pencil	Identify manufacture/brand name of product Identify part numbers style with manufacturer Mentally associate package with manufacturer. Mentally associate type of merchandise with manufacturer Associate size, shape, type, manufacturer's merchandise with stocking location	

DECISIONS	CUES	ERRORS
Associate product knowledge with other duties.	When time is available	Not properly using free time

(TASK STATEMENT) C-5 LEARN BASIC PRODUCT KNOWLEDGE

SCIENCE	MATH – NUMBER SYSTEMS
Develop self-confidence Develop awareness	Set of Real Numbers – Rational numbers Uses of Numbers: (without calculation) [part number style, size and shape – manufacture association] Basic Geometry Skills and Concepts – Recognize and identify basic geometry figures, plane and solid.

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Lable on parts	Comprehension Knowledge retention Perception
Viewing	Merchandise Color	Awareness Retention Relating facts

(TASK STATEMENT) C-6 HANDLE CORE AND EXCHANGE MERCHANDISE RETURNED

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Exchange type merchandise (core)
Pad & Pencil
Buyer's guide
Invoice
Catalog
Price sheet
Tags
Marker

PERFORMANCE KNOWLEDGE

Identify core type
Identify casting or part number
Compare same to buyers guide and or catalog
Confirm part number
Tag part number and description
Place merchandise into original container when available
Price core value
Issue credit on invoice or credit memo
Complete invoice transaction
Follow company policy on core procedure

SAFETY – HAZARD

Dropping greasy or oily parts — Bodily injury

DECISIONS

Determine when to accept for credit used merchandise

CUES

Unmarked used merchandise

ERRORS

Mistake in identifying correct value of core

(TASK STATEMENT) C-6 HANDLE CORE AND EXCHANGE MERCHANDISE RETURNED

SCIENCE

Mental alertness
Observing

MATH – NUMBER SYSTEMS

Set of Real Numbers—Rational Numbers
Uses of Numbers: (without calculation)—Coding
[part numbers]
Basic Arithmetic Skills and Concepts—Property of comparison
[comparison of part numbers]
Basic Measurement Skills and Concepts
Measurement: Non-geometric
Money: Interest
Reading and interpreting tables, charts, and graphs
Fundamental Operations (Calculation)—(See Appendix)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Identification tag	Penmanship
Viewing	Merchandise	Comprehension
Reading	Buyer's guide	Accuracy, detail

Duty: D

Controlling Inventory

Task:

1. Collect incoming and outgoing merchandise data
2. Post inventory control
3. Purchase appropriate merchandise
4. Check physical inventory

(TASK STATEMENT) **D-1 COLLECT INCOMING & OUTGOING MERCHANDISE DATA**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Packing list Purchase order Inventory control system Buyer's guide Cost sheets Catalog Lost sale record Pad & Pencil Sales invoice Vendor memos Files	Process incoming paperwork Purchase order Packing list Returned goods Repaired goods Process outgoing paperwork Sales invoice Return vendor merchandise Recall merchandise	

DECISIONS	CUES	ERRORS
Discriminate between incoming or outgoing paperwork	Type of paperwork	Confusing the paperwork

(TASK STATEMENT) D-1 COLLECT INCOMING & OUTGOING MERCHANDISE DATA

SCIENCE	MATH – NUMBER SYSTEMS
Conscious awareness of qualities basic to optimal mental performance: Observation Concentration Mental clarity	Set of Real Numbers – Whole numbers Uses of Numbers: (without calculation) Ordering Indexing

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Packing list	Product knowledge Comprehension Terminology
Speaking	Various employees	Terminology Clarity of expression

(TASK STATEMENT) D-2 POST INVENTORY CONTROL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Packing list Purchase order Inventory control system Buyer's guide Cost sheets Catalog Lost sale record Pad & Pencil Sales invoice Vendor memos Files	Select incoming merchandise paperwork Organize inventory system Manufactuer Part number Description Post incoming paperwork Packing list Purchase order Returned goods Serviced goods Flag shortages or minimums Post outgoing paperwork Sales invoice Return to vendor	

DECISIONS	CUES	ERRORS
Determine when to inform management of inventory problems Determine when to flag inventory cards Determine when to perform physical inventory check	Low or high balance	Mistake in posting

(TASK STATEMENT) D-2 POST INVENTORY CONTROL

SCIENCE

Sales psychology:
- Store pride
- Self-confidence

MATH – NUMBER SYSTEMS

Set of Real Numbers - Rationals
Uses of Numbers: (without calculation)
- Coding - [part numbers]
- Counting
- Ordering
- Indexing
  - [inventory]

Fundamental Operations (Calculation) - (See Appendix)
Basic Measurement Skills and Concepts - [recording of inventory units]
- Measurement: Geometric
  - Linear
  - Area
  - Volume
- Measurement: Non-geometric
  - Time/calendar
  - Money - Interest
  - Weight
  - Liquid

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Inventory card	Penmenship Classification Accuracy
Reading	Inventory cards	Accuracy Detail description

(TASK STATEMENT) D-3 PURCHASE APPROPRIATE MERCHANDISE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Packing list Purchase order Inventory control system Buyer's guide Cost sheet Catalog Last sale record Pad & Pencil Sales invoice Vendor memos Files	Check card system for minimum balances List items to be reordered from preestablished quantities on card Reorder per company policy Write phone in orders per company policy File Contact with vendor salesperson	

DECISIONS	CUES	ERRORS
Determine when to order merchandise	Post purchase order	Order wrong quantity

(TASK STATEMENT) D-3 PURCHASE APPROPRIATE MERCHANDISE

SCIENCE

Sales psychology:
- Conscious awareness of qualities basic to optimal mental performance:
  - Attention
  - Observation
  - Concentration
  - Mental alertness
  - Mental quietude
  - Mental clarity
  - Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers – Rationals
Uses of Numbers: (without calculation) – Coding
[parts number]
Fundamental Operations (Calculation) – (See Appendix)
Basic Measurement Skills and Concepts – [order quantities]
- Measurement: Geometric
  - Linear
  - Area
  - Volume
- Measurement: Non-geometric
  - Time: calendar
  - Money: Interest
  - Weight
  - Liquid
- Reading and interpreting tables, charts, and graphs
[catalogues]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Vendors	Clarity Terminology Communicating
Reading	Inventory cards	Logic
Writing	Purchase order	Penmenship Classification
Listening	Salesperson	Product facts

(TASK STATEMENT) **D-4 CHECK PHYSICAL INVENTORY**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Stock room Inventory control system Packing list Pencil & Pad Ladder or stool Buyer's guide	Select part and location Pull and count parts in the bin Mark down actual count Post actual count on inventory cards Correct inventory cards	Use ladder when necessary Overreaching Falling

DECISIONS	CUES	ERRORS
To accept count or look elsewhere for material	Incorrect inventory card	Wrong count Wrong postings

(TASK STATEMENT) D-4 CHECK PHYSICAL INVENTORY

SCIENCE

Sales psychology:
- Conscious awareness of qualities basic to optimal mental performance:
  - Attention
  - Observation
  - Concentration
  - Mental alertness
  - Mental quietude
  - Mental clarity
  - Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers - Rationals
Uses of Numbers: (without calculation) - Counting
Fundamental Operations (Calculation) - (See Appendix)
Basic Measurement Skills and Concepts - [physical inventory]
- Measurement: Geometric
  - Linear
  - Area
  - Volume
- Measurement: Non-geometric
  - Weight
  - Liquid

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Labels Inventory cards Buyer's guide	Accuracy Comprehension Retention Mechanical descriptions
Writing	Inventory cards	Penmanship Classification Mental format

Duty: E.

Stocking merchandise

Task:

1. Examine merchandise for damage and labels
2. Put stock in proper sections
3. Supervise safety standards for stocking

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(TASK STATEMENT) **E-1 EXAMINE MERCHANDISE FOR DAMAGE & LABELS**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Knife
Labels
Magic marker
Merchandise
Pad & Pencil
Packaging tape
Tags
Containers

PERFORMANCE KNOWLEDGE

Inspect carton for dents and tears/broken cartons.
Check for label, part numbers, and manufacturer.
Inspect non-carton items for tagging.
Break down shipping carton to selling units.
Seal or replace damaged cartons.
Relabel all merchandise as necessary.
Associate part number, type, description with manufacture.

SAFETY – HAZARD

Use of knife — Lacerations
Cartons closed properly — Merchandise falls out

DECISIONS

Determne when merchandise is ready for stocking
Determine when salable appearance

CUES

Condition appearance of merchandise

ERRORS

No label
Unsalable appearance

(TASK STATEMENT) E-1 EXAMINE MERCHANDISE FOR DAMAGE & LABELS

SCIENCE

Sales psychology
- Conscious awareness of qualities basic to optimal mental performance:
  - Attention
  - Observation
  - Concentration
  - Mental alertness
  - Mental quietude
  - Mental clarity
  - Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers - Rationals
Use of Numbers (without calculation)
- Counting
- Coding

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Labels	Comprehension
Viewing	Cartons	Logic

(TASK STATEMENT) E-2 PUT STOCK IN PROPER SECTIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Material handling equipment
Stock area
Merchandise
Gloves
Rags

PERFORMANCE KNOWLEDGE

Select stock area
Transport merchandise
Clean area prior to stocking
Place fresh merchandise behind older merchandise
Stock with label in upright position
Arrange alphabetical, numerical
Arrange heavier stock to lowest level
Stack to convenient height and depth
Relocate overstock and mark as such

SAFETY – HAZARD

Not correct height & depth
Merchandise in aisle
Merchandise falls
People trip

DECISIONS

Determine when merchandise is arranged clear and safe

CUES

Size, shape and weight of merchandise

ERRORS

Misplaced merchandise

(TASK STATEMENT) E-2 PUT STOCK IN PROPER SECTIONS

SCIENCE

Professionalism
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.
- Conscious awareness of qualities basic to optimal mental performance.
- Mental alertness
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers – Whole numbers
Use of Numbers: (without calculation)
- Counting
- Indexing – [overstock]
- Coding – [arrange alphabetical, numerical]

Basic Arithmetic Skills and Concepts – Property of comparison
Basic Measurement Skills and Concepts – [storage & stocking]
- Measurement: Non-geometric
  - Temperature
  - Weight
  - Time: calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Labels	Comprehension
Viewing	Merchandise	Visual analysis Logic

(TASK STATEMENT) E-3 SUPERVISE SAFETY STANDARDS FOR STOCKING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Stock area Merchandise OSHA Safety Manual Employee Safety placards	Inspect area to be stocked Determine height, weight, and quantity Advise practical approach to stocking Post safety placards where necessary Interpert OSHA Manual Advise employee	

DECISIONS	CUES	ERRORS
Determine whether merchandise is stocked safetly	Type of merchandise involved Area available for stocking	Damaged merchandise Bodily injury

(TASK STATEMENT) E-3 SUPERVISE SAFETY STANDARDS FOR STOCKING

SCIENCE

Professionalism:
- Maintain capacity to foster cooperation
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.

Supervision:
- Distribute personnel with regard to leadership qualities and experiences for optimum team performance.
- Maintain customers illusion of privacy by avoiding excessive noise or movement.
- Grant appropriate regard for customer's personal space.
- Grant conscious attention to smoothly flowing team work.
- Maintain regard for differing views on maximum efficiency of the operations.
- Grant appropriate regard for customer's unique needs.
- Exhibit capacity to acertain best service for the particular party type requested.
- Show and describe facilities with appropriate speed and clarity.
- Communicate pride in establishment.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers—Whole numbers
Uses of Numbers: (without calculation)—Counting
Basic Measurement Skills and Concepts
- Measurement: Geometric
  - Linear
- Measurement: Non-geometric
  - Weight

Basic Logic—Deductive Inductive

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Fellow employee	Clarity of expression
Reading	OSHA Manual	Process report, instruction
Writing	Memos	Memo format Logic
Viewing	Store area	Visual analysis

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Duty: F

Cataloging of Merchandise

Task:

1. Arrange catalogs and price sheets alphabetically according to manufacturer
2. Keep price schedules and sales policies current
3. Keep current supplements and sales promotion copy in catalog
4. Keep customer address and credit file current
5. Make return of deleted manufacturer's items
6. Make corrections and deletions to catalog and inventory file as required
7. Report changes to other personnel
8. Keep current warranty policies
9. Assemble new information for salesperson
10. Check the accuracy of the sales invoice

F-1 ARRANGE CATALOGS AND PRICE SHEETS ALPHABETICALLY ACCORDING TO MANUFACTURER

(TASK STATEMENT)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Available catalogs Catalog holder Counter Lighting Index dividers Price sheets	Select group of catalogs/price sheets Arrange alphabetically by manufacturer Place any supplements in front of manufacturer's main catalog Place price sheets behind manufacturers Add appropriate index dividers	

DECISIONS	CUES	ERRORS
Select the proper catalogs	Receive new materials (catalogs) from manufacturers	Misfile manufacturer's or price catalog

F-1 ARRANGE CATALOGES AND PRICE SHEETS (TASK STATEMENT) ALPHABETICALLY ACCORDING TO MANUFACTURER

SCIENCE

Professionalism:
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers – Whole numbers
Uses of Numbers: (without calculation)
- Indexing – [price sheets]
- Coding – [manufacturer's code]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Catalog	Comprehension Speed Logic
Viewing	Catalog	Logic Detail & Inference

(TASK STATEMENT) **F-2 KEEP PRICE SCHEDULES AND SALES POLICIES CURRENT**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Price schedule Catalog Catalog rack Vendor's memos/correspondence	Select pertinent information to revise catalog Insert vendor's memos/correspondence in appropriate catalog section Remove superceded schedules as called for on the new price sheet and/or memo.	

DECISIONS	CUES	ERRORS
Decide when appropriate material has been outdated and replaced	Receive new price schedules, vendor's memos or correspondence	Throw away needed price information that has not been superceded

(TASK STATEMENT) F-2 KEEP PRICE SCHEDULES AND SALES POLICIES CURRENT

SCIENCE

Professionalism:
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers – Rationals
Uses of Numbers: (without calculation)
- Indexing – [price sheets]

Basic Measurement Skills and Concepts
- Measurement: Non-geometric
  - Time/calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Price schedules	Comprehension Speed Logic
Viewing	Price schedules	Logic Detail & inference

F-3 KEEP CURRENT SUPPLEMENTS AND SALES PROMOTION COPY IN CATALOG

(TASK STATEMENT)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Catalog Catalog rack Supplements Sales promotion	Select appropriate materials Insert in front of main catalog section Delete superceded supplements Keep in uniform order	

DECISIONS	CUES	ERRORS
Determine the promotional material to insert	Receive new materials (catalogs) from manufacturers	Misfile in wrong section

P-3 KEEP CURRENT SUPPLEMENTS AND SALES PROMOTION

(TASK STATEMENT) COPY IN CATALOG

SCIENCE	MATH – NUMBER SYSTEMS
Professionalism: Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables. Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability. Conscious awareness of qualities basic to optimal mental performance: Attention Observation Concentration Mental alertness Mental quietude Mental clarity Organization	Set of Real Numbers: Whole numbers Uses of Numbers: (without calculation) Indexing - [indexing supplements] Basic Measurement Skills and Concepts Measurement: Non geometric Time/calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Price schedules	Comprehension Speed Logic
Viewing	Price schedule	Logic Detail & Inference

(TASK STATEMENT) F-4 KEEP CUSTOMER ADDRESS AND CREDIT FILE CURRENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Addre[illegible] list Phone book Credit list Manag[illegible]ment information	Make necessary additions to customer list Make necessary corrections Keep alphabetical order	

DECISIONS	CUES	ERRORS
Act on management information	Receive management information	Misfile customer's card Put information on wrong card

(TASK STATEMENT) F-4 KEEP CUSTOMER ADDRESS AND CREDIT FILE CURRENT

SCIENCE

Professionalism:
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers - Rationals
Basic Measurement Skills and Concepts
- Measurement: Non-geometric
- Money Interest - [credit information]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Customer file	Comprehension Speed Logic
Viewing	Customer file	Logic Detail & Inference
Writing	Customer file	Report, Classification

(TASK STATEMENT) F-5 MAKE RETURN OF DELETED MANUFACTURER'S ITEMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Return good authorization i.e. vendor memo Invoice Tags Pad & Pencil	Determine merchandise to be returned Pull stock Tag for return Write invoice Pack and ship File invoice	Pull stock carefully Avoid injury to back, hands, and feet

DECISIONS	CUES	ERRORS
Decide to accept or reject and return merchandise	Receive returned goods authorization from manufacturer	Return wrong merchandise

(TASK STATEMENT) F-5 MAKE RETURN OF DELETED MANUFACTURER'S ITEMS

SCIENCE

Professionalism:
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers: Rationals
Uses of Numbers: (without calculation): Coding: [part number]
Fundamental Operations (Calculation): (See Appendix)
Basic Measurement Skills and Concepts
- Measurement: Non-geometric
  - Money: Interest
  - Time: calendar
- Measurement: Geometric
  - Linear

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Return goods Authorization	Comprehension Detail Mechanical description
Writing	Memos Invoice	Memo format Classification Penmanship

F-6 MAKE CORRECTIONS AND DELETIONS TO CATALOG AND INVENTORY FILES AS REQUIRED

(TASK STATEMENT)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Inventory file
Catalog
Invoice
Return good authorizations

PERFORMANCE KNOWLEDGE

Select catalog to be corrected
Make clear necessary changes to part number
- Catalog
- Price sheet
- Inventory card

SAFETY – HAZARD

DECISIONS

Determine effect on merchandise in question

CUES

Nature of the change required

ERRORS

Changing or deleting the wrong part

F-6 MAKE CORRECTIONS AND DELETIONS TO CATALOG AND INVENTORY FILES AS REQUIRED

(TASK STATEMENT)

SCIENCE

Professionalism:
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers – Rational numbers
Uses of Numbers (without calculation)
- Coding [part numbers]

Basic Measurement Skills and Concepts
- Measurement: Non-geometric
  - Money: Interest [price sheet]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Catalog	Comprehension of detail Terminology
Writing	Catalog	Penmanship Classification Logic

(TASK STATEMENT) F-7 REPORT CHANGES TO OTHER PERSONNEL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Return good authorization Vendor's memos Inter-office memos	Write memo of change Send to inside or outside salesperson Send to management Send to inventory control	

DECISIONS	CUES	ERRORS
Determine who should receive memo	When duty has been completed	Not notifying proper people Notifying people late

(TASK STATEMENT) F-7 REPORT CHANGES TO OTHER PERSONNEL

SCIENCE

Professionalism
- Maintain capacity to foster trust.
- Maintain capacity to foster confidentiality.
- Maintain capacity to foster cooperation.
- Maintain capacity to generate integrity.
- Maintain capacity to cope with conflict behavior or personality clashes.
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.

Supervision:
- Communicate pride in establishment.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers: Rational numbers
Uses of Numbers: (without calculation)
- Coding: [part number]

Basic Measurement Skills and Concepts
- Measurement: Non-geometric
  - Time: calendar: [money]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Other employees	Terminology Clarity
Writing	Memos	Memo format Terminology Clarity

(TASK STATEMENT) F-8 KEEP CURRENT WARRANTY POLICIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
File drawer Manufacturer's warranty forms Manufacturer's statement of warrenty Correspondence on warranty Pad & Pencil	Locate file File latest information pertaining to warranty File alphabetically according to manufacturer Note major changes Advise salesperson and inventory control of policy changes	

DECISIONS	CUES	ERRORS
Determine if changes of policy affect sales	Changes in manufacturer's policy	Misunderstanding warranty policy resulting in dissatisfied customer

(TASK STATEMENT) F-8 KEEP CURRENT WARRANTY POLICIES

SCIENCE

Professionalism:
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers - Whole number
Basic Measurement Skills and Concepts
- Measurement: Non-geometric
- Time/calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Warranties	Comprehension Detail Definitions Terminology

(TASK STATEMENT) F-9 ASSEMBLE NEW INFORMATION FOR SALESPERSON

TOOLS EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
New catalogs Price sheets Supplements Vendors memos Sales promotion material File section Pad & Pencil Inter-office memo Envelopes	Assemble appropriate information Place in envelope Mark unusual changes New sales item Major defect Place in selesperson's file Write memo with helpful tips for slaes	

DECISIONS	CUES	ERRORS
Determine appropriate information helpful to salesperson	Nature or type of change	Pass on wrong information

(TASK STATEMENT) F-9 ASSEMBLE NEW INFORMATION FOR SALESPERSON

SCIENCE

Professionalism
- Maintain capacity to foster trust.
- Maintain capacity to foster confidentiality.
- Maintain capacity to foster cooperation.
- Maintain capacity to generate integrity.
- Maintain capacity to cope with conflict behavior or personality clashes.
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.

Supervision:
- Distribute personnel with regard to leadership qualities and experiences for optimum team performance.
- Grant conscious attention to smoothly flowing team work.
- Communicate pride in establishment.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real numbers: Rational numbers
Uses of Numbers: (without calculation): Coding: [part numbers]
Basic Measurement Skills and Concepts:
- Measurement: Non-geometric
  - Time: calendar
  - Money: Interest

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Catalogs	Comprehension Detail Logic
Writing	Memo	Memo format

(TASK STATEMENT) F-10 CHECK THE ACCURACY OF THE SALES INVOICE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sales invoice Catalogs Price sheets Pad & Pencil Adding machine Address and/or credit file	Inspect invoice for date Inspect for customer name & address Inspect type of sale i.e., cash or charge Approve credit sales Inspect for appropriate signatures Inspect quantity entry Inspect part number & description for accuracy Inspect for correct unit price Inspect for extended price Inspect total of invoice Inspect for correct discounts Inspect for applicable taxes Gain product knowledge	

DECISIONS	CUES	ERRORS
Determine how to handle corrections	Mistakes on invoice	Overlooking obvious mistakes

(TASK STATEMENT) F-10 CHECK THE ACCURACY OF THE SALES INVOICE

SCIENCE

Professionalism:
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-respect, and adaptability.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers—Rational numbers
Uses of Numbers: (without calculation)
- Counting
- Coding—[part number]

Fundamental Operations (Calculation)—(See Appendix)
Basic Arithmetic Skills and Concepts—(See Appendix)
Use of computing devices and mechanical aids
- [adding machine]

Basic Measurement Skills and Concepts—[quantity]
- Measurement: Geometric
  - Linear
  - Volume
- Measurement: Non-geometric
  - Time/calendar
  - Money/Interest
  - Weight
  - Liquid

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Invoice	Informational reports Detail Comprehension

Duty: G

Merchandising of products and service

Task:

1. Keep current on competitive advertising and promotion
2. Make recommendations on product or service to be advertised
3. Set up point of sale displays and handouts
4. Supervise or perform housekeeping of display area

G-1 KEEP CURRENT ON COMPETITIVE
(TASK STATEMENT) ADVERTISING AND PROMOTION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Various news media Mailings, flyers Customers Vendor salesperson Salesperson Fellow employees	Read, listen, and observe competitive advertising Justify sales position Evaluate sales techniques Gain product knowledge	

DECISIONS	CUES	ERRORS
Determine activity of specific products Determine better sales promotion	Various advertising media	Get the wrong facts

G-1 KEEP CURRENT ON COMPETITIVE (TASK STATEMENT) ADVERTISING AND PROMOTION

SCIENCE

Professionalism:
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers—Rational numbers
Fundamental Operations (Calculation) – (See Appendix)
Basic Arithmetic Skills
Basic Measurement Skills and Concep s—[justifying own sales]
- Measurement: Non-geometric
  - Time/calendar
  - Money/Interest
  - Weight
  - Liquid
- Measurement: Geometric
  - Linear
  - Volume

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Newspapers	Comprehension
Listening	Radio	Detection of propaganda devices
Viewing	Television	Visual analysis Recognition of brands

G-2 MAKE RECOMMENDATIONS ON PRODUCT OR SERVICE
(TASK STATEMENT) TO BE ADVERTISED

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pad & Pencil Sales information Inter-office memo Manager	Select sales information Discuss product or service with other employees Write recommendation on memo	

DECISIONS	CUES	ERRORS
Determine where it would fit into the business	Appropriate sales information Customer comments Competitor's advertising Seasonal items to be advertised	Lack of judgment

G-2 MAKE RECOMMENDATIONS ON PRODUCT OR SERVICE (TASK STATEMENT) TO BE ADVERTISED

SCIENCE

Professionalism:
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers—Rational numbers
Uses of Numbers: (without calculation)
- Coding—[part number]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Management	Persuasion Implication Logic
Writing	Memos	Memo format Clarity

(TASK STATEMENT) G-3 SET UP POINT OF SALE DISPLAYS AND HANDOUTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Vendor displays
Company displays
Banners
Handouts
Show room
Tool kit

PERFORMANCE KNOWLEDGE

Select displays
Set up displays
Stock the display units
Mark prices as necessary
Coordinate appropriate handouts
Coordinate with outside advertising

SAFETY – HAZARD

Do not assembly properly	Display falls and hurts someone
Do not clutter aisle	People may trip and fall

DECISIONS

Determine size of display
Determine timing of display

CUES

Available display material

ERRORS

Poor selection based on size, timing and customer need

(TASK STATEMENT) G-3 SET UP POINT OF SALE DISPLAYS AND HANDOUTS

SCIENCE

Supervision:
- Distribute personnel with regard to leadership qualities and experiences for optimum team performance.
- Grant appropriate regard for customer's personal space.
- Grant conscious attention to smoothly flowing team work.
- Grant appropriate regard for customer's unique needs.
- Exhibit capacity to acertain best service for the particular party type requested.
- Communicate pride in establishment.

Conscious awareness of physical expressions basic to peak physical performance:
- Movement from tension to relaxation and vice versa.

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers – Rational numbers
Basic Geometry Skills and Concepts
- Recognize and identify basic geometry figures, plane and solid.

Basic Measurement Skills and Concepts
- Measurement: Non-geometric
  - Money/Interest
  - Temperature

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Instruction	Comprehension Mechanical description
Viewing	Display area	Visual analysis

(TASK STATEMENT) **G-4 SUPERVISE OR PERFORM HOUSEKEEPING OF DISPLAY AREA**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Cleaning supplies	Select area to be cleaned Wipe and dust signs and merchandise Wipe clean, cans with liquid contents Remove old signs and adhesive etc. Remove display worn merchandise and replace Supervise floor cleaning and display arrangement	Close off wet floors — People will slip and fall

DECISIONS	CUES	ERRORS
Determine best time of day to perform duty	Company policy	Damage to displays

(TASK STATEMENT) G-4 SUPERVISE OR PERFORM HOUSEKEEPING OF DISPLAY AREA

SCIENCE

Supervision:
- Communicate pride in establishment.

Conscious awareness of physical expressions basic to peak physical performance:
- Body rhythm
- Breathing coordinated with body movement
- Body balance and posture
- Movement from tension to relaxation and vice versa

Conscious awareness of qualities basic to optimal mental performance:
- Attention
- Organization

MATH – NUMBER SYSTEMS

Set of Real Numbers—Rational number

Fundamental Operations (Calculation)—
- Addition algorithm
- Subtraction algorithm

Basic Arithmetic Skills and Concepts—[cleaning solution]
- Ratio and proportion

Basic Measurement Skills and Concepts—[cleaner]
- Measurement: Non-geometric
  - Liquid
  - Dry

Uses of Numbers: (without calculation)—Counting

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Other employee	Clarity of expression

APPENDIX

Basic Arithmetic Skills and Concepts

Set of Real Numbers
- Irrationals/Rationals
  - Fractions/Decimals
    - Integers (. . . -3, -2, -1, 0, +1, +2, +3, . . .)
      - Whole Numbers (0, 1, 2, 3, . . .)
        - Counting Numbers (1, 2, 3, 4, . . .)

Fundamental Operations (Calculation)
- Addition algorithm
- Subtraction algorithm
- Multiplication algorithm
- Division algorithm
- Order of operations, i.e., use of parentheses in simplifying arithmetic expressions

Basic Skills
- Reduction of fractions
- Changing mixed numbers to improper fractions
- Changing percents to fractions and fractions to percents
- Finding a percent of a number and what percent one number is of another
- Changing fractions to decimals and decimals to fractions
- Ratio and proportion—estimation
- Rounding off decimals and whole numbers
- Approximation using scientific notation
- Guess and check method
- Rule of thumb
- Property of comparison
  - equality/equivalence
  - inequality/greater than/less than
- Properties of the real number system
  - commutative (order), associative (grouping), distributive (multiplication W.R.T. addition)
  - identity of one (×)
  - identity of zero (+)
  - multiplication by zero
  - transitive
  - inverses-multiplicative and additive